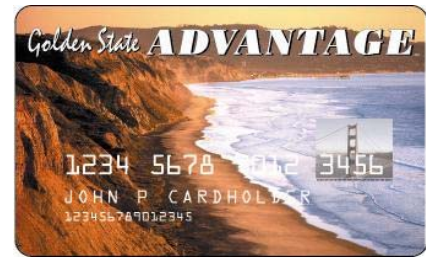




## Golden State Advantage Bulletin

# ELECTRONIC BENEFIT TRANSFER (EBT) PROJECT



October 2002

[www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)

## Golden State Advantage Bulletin

This monthly bulletin will contain information on California's EBT implementation activities, key meetings, project status, and other helpful information available from the EBT Project Office. Also, don't forget to visit the EBT Project's web site from time to time to check on current implementation activities and schedule.

### EBT IMPLEMENTATION ACTIVITIES

**August 1, 2002**—Alameda and Yolo counties are operational!

**September 1, 2002**—Fresno, Orange, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, and Ventura began planning & installation activities. These counties are scheduled to be operational on February 1, 2003.

**November 1, 2002**—Merced and Stanislaus will begin planning/installation activities. These counties are scheduled to be operational on April 1, 2003.

**Mid-November 2002**—Contra Costa, Santa Clara, Santa Cruz, Solano and Sonoma are scheduled for "Go-Live" for new clients. These counties are scheduled to be operational on December 1, 2002.

### EBT STATISTICS—SEPTEMBER 2002

- ◆ 42,332 clients received EBT benefits amounting to \$13,728,171.
- ◆ These clients did 246,191 approved transactions, redeeming \$13,264,561 in benefits.
- ◆ The California EBT card was tested and operable in 26 states.
- ◆ Benefits were redeemed at 2,252 different retail locations and 1,975 ATM locations.
- ◆ 69,033 calls to the Customer Service ARU
- ◆ 3,797 calls received by Customer Service Representatives

### PLEASE CHECK THE EBT WEB SITE FOR:

Project Overview	County Corner
What's New	Retailer Corner
Coming Events	Implementation Schedule
Client Corner	References & Links of Interest

[www.ebtproject.ca.gov](http://www.ebtproject.ca.gov)

### RETAILER AWARENESS MEETINGS

(Sponsored by Citicorp EFS for all **RETAILERS**)

**Fresno County** — October 1, 2 & 3

**San Luis Obispo County** — October 1, 2 & 3

**Ventura County** — October 9 & 10

**Santa Barbara County** — October 15 & 16

Check the EBT web site (under *Coming Events*) for locations and times.

### PILOT EVALUATION

The EBT Project is completing its evaluation of the two pilot counties (Alameda & Yolo).

The evaluation focuses on the functionality of the system and service components provided by Citicorp Electronic Financial Services, Inc. (Citicorp EFS) to support stakeholder participation.

The results of the evaluation will be used for two purposes:

- ◆ To support the statewide rollout decision for implementing the EBT system in the remaining counties.
- ◆ To identify any needed improvements to the EBT system and/or service components.

The statewide Go/No-Go decision will be made mid-October 2002.

### EBT—THE NEXT GENERATION

The Electronic Funds Transfer Association's (EFTA) upcoming conference (San Diego, November 3-5, 2002) is titled, *EBT—The Next Generation*. Speakers from the State EBT Project Office include: Christine Dunham (Project Director), John Waller (Assistant Project Manager/Operations), and Carolyn Nordstrom (Benefit Access Manager). Please check the EFTA web site for further details: [www.efta.org](http://www.efta.org)